Qlic & Age UK Partners

Qlic

# Our Exclusive Offers For Age UK

**Q** ### Incentivised Age UK Pricing

We have amazing discounts in place for all Age UK's supported by us. The more supported by us, the higher the discount on our services.

**Q** ### Centralised Support

We offer bespoke packages of managed IT support to all Age UK Brand Partners and an out of hours line in operation, so we're always here to help!

**Q** ### Overarching Knowledge

With supporting many Age UKs over the years, the more thorough our experience has become with their IT challenges and environments.

**Q** ### In-Depth Reporting

Enabling a more thorough approach to reporting and consultation from individual Brand Partners through to regional trends.

# Why Choose Qlic?

## Facilities & Update Management

Organisational compliance can be a headache, but not with us. We handle and detail all 'new, change and remove' user requests. This also includes software update control, data backup, restoration, server maintenance (automated as well as manual checks) and administration. The full shebang.

## Dedicated Account Management

Your dedicated account manager will stay in touch to arrange meetings or calls to chat through the various aspects of your agreement. This includes feedback on our support team, a review of your ticket and service history, any noted areas of concern completed/upcoming projects and any future requirements or new relevant technologies.  The bottom line is we stay on the ball!

## 3rd Party Hardware & Vendor Support

Take it easy. Where authorised, we'll liaise with all your third-party hardware, software, telecommunications and cloud service providers on your behalf. This gives you one point of contact for all IT related issues and requests, saving your staff time and frustration being pushed between service providers. It also allows us to have a full audit trail for all services and supplier requests.

## Pro-Active Real-Time Monitoring

We put fires out before they're fires. How? Proactive real-time monitoring and reporting. This enables us to detect and resolve support issues before they impact your organisation. We monitor every server, desktop and cloud service using an arsenal of alerting, monitoring and reporting tools.

# Our
# Services

# Managed IT Support

## *Did you know?*

### We resolve around 81% of problems on first contact.

Your account manager will be looking to optimise your efficiency. No organisation wants to be leaning on its helpdesk services, so we'll audit and upgrade your systems. It's ongoing efforts like this which make us the perfect partner for your company – consider us extended members of your team, not outsiders who occasionally help.

Your IT system is the blood flow of your organisation. Businesses have been putting their lives in our hands for two decades because we're proactive, innovative and super friendly. We take care of all the heavy lifting and deliver our service in a light-hearted, easy-to-grasp way so you enjoy having an IT partner. For us, it's not just about solving the problem, we also want to guide and share knowledge so your team benefits too.

We're not robots, we're real people. You'll always get through to a genuine point of contact, not an auto-attendant, a receptionist or the dreaded voicemail system. Our support team will be on hand to immediately diagnose and proactively resolve your issues.
*Did you know? We resolve around 74% of problems on first contact.* That means little downtime for your organisation so you can get back to doing what you do best.

At Qlic, we love to make life easier for you. That's why we throw out the jargon and replace it with simplified, excellent customer service. This mindset runs through our team because we only hire talented people who want to be here by passion and profession. That's why you'll find it so effortless to pick up the phone and talk to us.

# Managed Support Services – What Makes Qlic Stand Out?

## Facilities & Update Management

Organisational compliance can be a headache, but not with us. We handle and detail all 'new, change and remove' user requests. This also includes software update control, data backup, restoration, server maintenance (automated as well as manual checks) and administration. The full shebang.

## Dedicated Account Management

Your dedicated account manager will stay in touch to arrange meetings or calls to chat through the various aspects of your agreement. This includes feedback on our support team, a review of your ticket and service history, any noted areas of concern completed/upcoming projects and any future requirements or new relevant technologies.  The bottom line is we stay on the ball!

## 3rd Party Hardware & Vendor Support

Take it easy. Where authorised, we'll liaise with all your third-party hardware, software, telecommunications and cloud service providers on your behalf. This gives you one point of contact for all IT related issues and requests, saving your staff time and frustration being pushed between service providers. It also allows us to have a full audit trail for all services and supplier requests.

## Pro-Active Real-Time Monitoring

We put fires out before they're fires. How? Proactive real-time monitoring and reporting. This enables us to detect and resolve support issues before they impact your organisation. We monitor every server, desktop and cloud service using an arsenal of alerting, monitoring and reporting tools.

# Enterprise IT Support

Our Enterprise support package includes a dedicated account manager (one point of contact = no confusion, no drama), ongoing IT consultancy (continuous optimisation so you can stay on you're A-game), user management, unlimited remote & onsite IT support and proactive network management.

Enterprise support covers all hardware and software including: servers, network infrastructure, cloud services, desktops, laptops, mobile devices, printers and peripheral devices.

If there's an issue, the user will get in touch with the dedicated support line to speak with an engineer. We don't charge for support calls made to us nor do we bill you for the time it takes to resolve support—based queries.  It's all part of your monthly subscription so you can rest assured you're covered with no hidden costs.

If the problem can't be resolved remotely, we'll arrange an onsite callout to fix it. Again, the cost for this is included within the Enterprise monthly subscription.

IT without anxiety – that's what we deliver.

# How to Switch IT Providers

It can be a daunting thought having to switch IT providers if yours is not performing. It's a lot easier than you might think. Here is your three-step guide to make the process as easy as turning on your PC.

### 1. IT Infrastructure Audit

Your chosen IT provider will conduct a full site survey of your IT hardware, software and services including consultation with yourselves and your staff. They will detail your existing IT infrastructure and discuss any additional requirements.

### 2. Outstanding Information Requested From Your Suppliers

Just like switching your gas or electricity your IT provider will do all the hard work, contacting previous IT suppliers and 3rd party vendors, requesting information, detailing equipment, obtaining password etc. and all you have to do is to continue doing what you do best; running your organisation!

### 3. Agree Your Support Level & Go!

Once the site survey and IT audit have been completed, your IT provider will provide a thorough report on the level of support they would recommend. If you are happy with all recommendations all that is left to do is to give the go ahead. That's it! Following the site survey, and all information being gathered from suppliers your It provider will have everything they need to start providing you with a fully manage helpdesk.

# Cloud Solutions

Cloud solutions from Microsoft 365, Azure, Amazon, Sophos and many other providers are used to ensure our clients have the most efficient IT systems and best value for money.

# Cyber Security

We work with Sophos, Microsoft and IT Governance to provide a full suite of Cyber Security software, tools and training for our clients.

# Project Management & Procurement

All our client projects are project managed and carefully coordinated to ensure the minimum disruption to the client and their organisation.

# Website Design

Your website is your virtual shop window to current and potential customers across the world, so it's important to get it right. At Qlic, we help provide cutting-edge design and structure to ensure your charity stands out. Our website design and development team have built hundreds of websites over the years, making us confident to deal with any requests you may have. As well as this, our team of specialist support technicians have been selected based on their expert industry knowledge, experience and design skills.

As an essential marketing tool for your charity, it's vitally important that your website is structured, designed and tested to the highest standards to ensure it delivers exactly what your customers require.
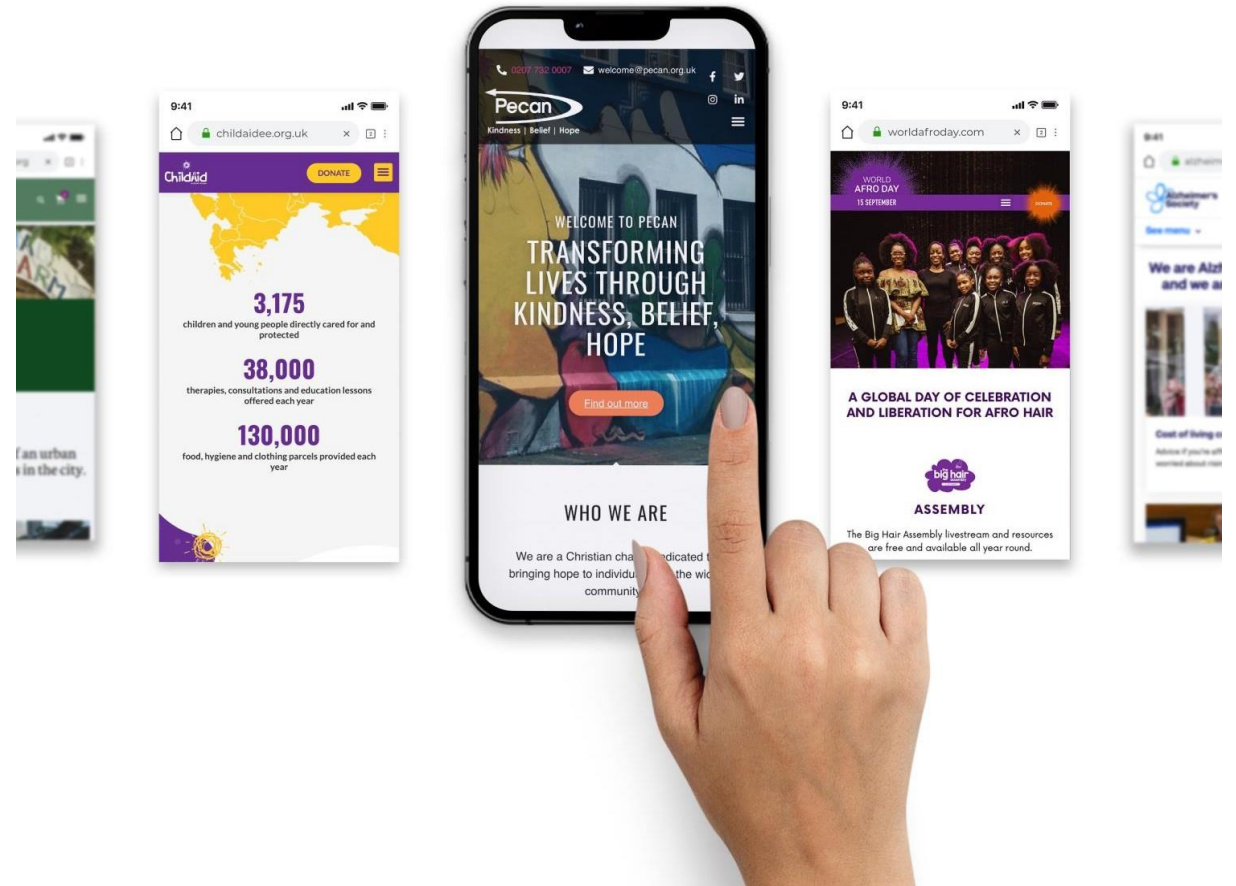
Our
Testimonials

# Qlic Is Proud To Already Be Supporting...

# Age UK Testimonials



"Since Qlic built our new server things have been amazing here, what a good job, we are so pleased that we can keep working and especially now we are home based, we could not have done it without Qlic."

★★★★★

**Lynne Oliver**



"I just wanted to say a really big thank you to Sam and Ollie for today as well as all of your support this last week. We had a few curveballs in the office such as my laptop deciding it had had enough but they both handled everything brilliantly and got everything working all whilst upgrading our equipment efficiently. Ollie has also been great at answering my many questions over the last two office visits, as well as all of the team making the issues that have come up disappear quickly which I really appreciate! So refreshing to be able to rely on our IT provider and I am excited to see the outcome of everyone's hard work."

★★★★★

**Louise Donovan**



"I was struggling to set up Microsoft 365, so decided to contact Qlic IT Support Team. The gentleman I spoke to went through every step with me, including how to get my verification code from my phone whilst I was still talking to him. Sounds basic, but I didn't know how to do it. Thank you for your patience."

★★★★★

**Reg Parkinson**

# Age UK Bromley & Greenwich Case Study

Age UK Bromley & Greenwich had an outdated IT setup and wanted to benefit from the amazing discounted cloud solutions available to charities. They were interested in moving away from on-site servers and implementing SharePoint Online.

After taking a further look into Age UK Bromley & Greenwich's current set-up, we found more ways to improve their overall efficiency and the security of their data. Our selected Project's Team for the job liaised with the manager at Age UK Bromley and Greenwich to find the dates that best suited them. Our Project Lead for the job, Ollie Bright, also decided a dedicated weekend so that he could migrate them over to SharePoint so that he did not disturb them during business hours.

## SERVICES

- Migrate to SharePoint Online
- User OneDrives
- Azure AD & Intune
- Implement RD Gateway
- Datto to Backup SharePoint

## THE BENEFITS

- Flexible Working
- Robust Business Continuity Plan
- Improved Network Security
- Improved Data Management
- Improved Back Up Capabilities

"Just wanted to say a really big thank you to Sam and Ollie as well as all of you for the support this last week. We had a few curve balls in the office today such as my laptop deciding it had had enough but they both handled everything brilliantly and got everything working, and all whilst upgrading the equipment efficiently. Ollie has also been great at answering my MANY questions over the last two office visits as well as all of you making the issues that have come up disappear pretty quickly which I really appreciate! So refreshing to be able to rely on our IT provider and I am excited to see the outcome of everyone's hard work. Thank you again!"

**Louise Donovan, PA to Chief Exec**

# Age UK Ealing Case Study

Age UK Ealing initially approached Qlic regarding their antiquated Windows 7 devices, which were due to be unsupported by Microsoft from January 2020. Upon further inspection, their Account Manager noticed the organisation hosted an on-premise Windows SBS 2008 server, also unsupported by Microsoft from January 2020.

## SERVICES

- Microsoft Exchange Migration
- Microsoft Intune
- Microsoft SharePoint Migration
- SysPeace Server Protection
- Azure Active Directory
- Multi-Factor Authentication
- Datto Backupify

## THE BENEFITS

- Documents in one place
- Improved Network Security
- Flexible Working
- Improved Data Management
- Improved Network Security
- Improved Network Security
- Improved Back Up Capabilities

"Prior to and since engaging Qlic as our IT supplier towards the end of 2019, we have been very pleased with the solution and service quality provided. From the project initiation stage, Qlic invested enough time and effort to understand our needs and were receptive, flexible, transparent, and swift during our commissioning process. Our new IT system has been awarded the Cyber Essential Accreditation. Very recently, Qlichas supported us with our office relocation project and in response to Covid-19 pandemic – the new system meant that we were able to adapt very quickly. The implementation of both projects was smooth and on target, so far, no complaints – Mike Horton (Head of Business Development), the engineers Martin Hull (Project Lead) and Sam Sly, and the rest of team were brilliant – thank you."

**Reg Parkinson Age UK Ealing**

# Who We Are

IT is the blood flow of Britain's organisations, and we have worked with hundreds of charity organisations over the last 2 decades to keep their IT running smoothly. Our winning approach has been to simplify when there's complexity, solve when there's a problem, and stay human when other IT providers would turn into robots.

We understand the challenges that not-for-profits face and that's why we provide you with a best practice tailored to your organisation specifically. We will help your charity cut costs when it comes to IT by creating flexible and bespoke packages.

Specialising in the third sector for over 20 years, we use our extensive experience to deliver you the best IT service, as well as consultancy, at highly incentivised prices. Emphasising our belief in providing recognised IT services to non-for-profits.

We're delighted to partner with Microsoft, Sophos, Apple, Dell, HP and have Cyber Essentials, ISO 27001 & ISO 9001 accreditations. We offer a host of different IT, web, software and cloud solutions.

We believe 'know-who' is more powerful than 'know-how'. Your charity doesn't need to master your own IT systems, you need a partner you can trust to do it all for you. We're on hand to proactively optimise, troubleshoot and make your IT issues go away. **We're more than just 'the IT guy', we're your partners. Make Your IT Qlic!**

# Our Charity Experience

## Understanding the Sector

With our experience and passion for the sector, our goal is to become the most recognised contact for all charity IT needs in the UK. Partnering with well-known organisations such as The FSI, Locality and Connect Charity, we work with charities across the UK and have extensive experience on the challenges the sector faces. Some of those key attributes include:

**Flexible Workforce -** With full-time and part-time staff, volunteers and even trustees needing IT assistance, the workforce of a charity can be significantly different to that of a commercial entity. Often, volunteers and trustees won't have access to an organisation-owned device, therefore being able to work efficiently and flexibly from any device can be key to ensuring users remain secure.

**Varying IT Skill Levels -** Some users may be fully IT literate while others may have had limited experience in using computer-based systems. We feel it's crucially important to build our solutions based on the user first and work backwards – the end user experience is the most important element of your IT, so we start with thinking about how users need to access the system before thinking about the technology and methodology around deployment.

**Discounted/Donated Charity Services -** Many IT businesses are unaware of the available discounted and donated services available to charities across various software/services. We make it our role to understand what is available to your organisation and then consider it's usefulness to each of our clients individually.

Our large charity-focused client base allows us to keep ahead of trends and challenges facing the sector, which in turn enables us to share our experience and insights with all our clients. This collectively shared insight has proved invaluable for big industry changes such as GDPR and Cyber Essentials, where our experience has helped raise awareness and confidence in our clients to move toward these standards.

# Supporting The Sector

At Qlic, we love having the opportunity to work with charities that do so much for the local community, that's why we like to add even more value to our third sector relationships.

### Charity Events & Online Webinars

We attend many industry events and host regular online webinars. Our online webinars are free for the not-for-profit sector to attend and involve exclusive technology tips and tools for the sector.

### Coffee Mornings & Sponsorships

We regularly offer to sponsor charity coffee mornings, events, exhibitions, webinars and more. Helping our clients and the sector effectively communicate with their peers and other industry leaders.

### Charity of the Month & Charity Challenges

Every month we feature one of our charity clients in our newsletter and website to help raise awareness. Our team also organise a quarterly Charity Challenge to fundraise for various non-profit organisations. We love to find out everything about our clients and learn more about what they do!

### Exclusive Partner Packages, Discounts & Referrals

We offer a multitude of bespoke support packages tailored to your organisation, as well as third sector discounted pricing and referral rewards.

# Qlic

f @QlicNFP

🐦 @QlicNFP

in @Qlic IT for Charities

**ENQUIRIES** 0203 904 3464

QlicNFP.com